

Service Plan

— BROCHURE —



Keep your air source
running efficiently for
years to come.



08000 074071

Lines are open Monday to Friday, 9am – 5pm



sales@gwellagroup.org

We aim to respond within 1 working day



Protect Your Investment

Regular servicing helps extend
the life of your system.



Maximise Efficiency

Keep your heat pump
performing at its best.



Reduce Running Costs

An efficient system uses
less energy, saving you
money.



Peace of Mind

Expert engineers, reliable
service and total
reassurance.

What's Included

Our comprehensive service covers every important check, helping to keep your system running safely, efficiently and reliably all year round.



Regular maintenance for complete peace of mind

Routine servicing helps maintain performance, protects your investment, reduces unexpected breakdowns and ensures your system continues to deliver maximum efficiency.



A qualified Gwella Group engineer will visit your property to carry out a full service of your air source heat pump and/or cylinder. Here is a summary of what's included in each service package.



Air Source Heat Pump Service

- ✓ Inspect the overall condition and operation of the heat pump unit
- ✓ Remove any dirt or blockages from the evaporator fins where required
- ✓ Ensure the fan discharge area is free from debris or restrictions
- ✓ Check the condensate drain for clear and effective drainage
- ✓ Examine insulated pipework and flexible hoses for wear or damage
- ✓ Review and confirm correct controller and temperature settings
- ✓ Inspect the system for signs of refrigerant loss or leakage
- ✓ Check system pressure levels and repressurise where necessary
- ✓ Measure antifreeze protection levels within the system (glycol top-ups, additional charge applies)
- ✓ Verify heating and domestic hot water controls are functioning correctly
- ✓ Inspect refrigeration pipework and components for any visible leaks
- ✓ Clean and service the magnetic system filter
- ✓ Record and update annual maintenance documentation



Cylinder Service

- ✓ Inspect and clean the pressure reducing valve (PRV) cartridge
- ✓ Check and clear the inlet strainer, replacing components if required
- ✓ Check expansion vessel charge pressure and adjust where necessary
- ✓ Inspect safety relief valves and discharge pipework
- ✓ Ensure all discharge pipework is free-flowing and unobstructed
- ✓ Test immersion heater functionality and thermostat operation
- ✓ Complete earth continuity and grounding safety checks
- ✓ Verify cylinder temperature sensors are securely fitted and operating accurately
- ✓ Complete and update the annual service record documentation



Qualified & experienced engineers
All work completed by fully qualified and accredited professionals.



Protect your investment
Regular servicing helps maintain efficiency, reduce running costs & extend the life of your system.



Peace of mind
Reliable performance, safer operation and less chance of unexpected breakdowns.



Service Plans & Pricing

Flexible service options designed to keep your air source heat pump and hot water cylinder running efficiently, all year round.



We'll contact you approximately **30 days** before your service is due to arrange a convenient appointment.



Peace of mind, every year

Regular servicing helps maintain performance, protects your warranty, reduces running costs and extends the life of your system.

Choose the plan that works for you

Whether you prefer a simple annual payment or spreading the cost monthly, we've got you covered.



Annual Service



Pay a single annual fee before your service appointment.

We'll contact you approximately 30 days before your next annual service is due to arrange a convenient appointment.

Annual Pricing



Air Source Heat Pump Service

£180



Cylinder Service

£165



Air Source Heat Pump & Cylinder Service

£258



One payment. One visit.
Complete peace of mind.



Monthly Service Plan



Spread the cost with convenient monthly instalments by Direct Debit.

Your service visit will be automatically scheduled each year, helping you stay on top of maintenance without the hassle.

Monthly Pricing



Air Source Heat Pump Service

£15.00
per month



Cylinder Service

£13.75
per month



Air Source Heat Pump & Cylinder Service

£21.50
per month

* Minimum payments must have been met before first service can be arranged.



Affordable monthly payments.
Reliable year-round cover.

All prices include VAT.



Qualified renewable heating engineers



System performance and safety checks



Service reminders and booking support



Flexible payment options

Peace of mind, all year round

Your air source heat pump and hot water cylinder work hard every day to keep your home comfortable. Regular servicing is the best way to protect your investment, maintain efficiency and ensure reliable performance when you need it most.



The Benefits of Regular Servicing



Reliable Performance

Keep your system running at its best with fewer breakdowns and disruptions.



Year-Round Comfort

Ensure your heating and hot water are ready when you need them, in every season.



Lower Running Costs

A well-maintained system operates more efficiently, helping to reduce your energy bills.



Maintains Warranty

Regular servicing helps maintain manufacturer warranties and ensures compliance with industry requirements.



Longer System Lifespan

Regular care helps extend the life of your heat pump and cylinder, protecting your investment for years to come.



Better for the Environment

An efficient system uses less energy and reduces your carbon footprint.

Contact Us

Our friendly team is here to help. Get in touch today to discuss your service needs or to arrange your next appointment.



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Wales, LL18 6DQ



Visit our website

for more information, FAQs
and helpful guides.

Gwellagroup.org